



Health and social care in Wales is changing.



All systems that support people need to work together in the best way possible.



Health Inspectorate Wales (HIW) has the job of checking that health services are good for everyone.



We looked at how services support older people who are at risk from a fall.

We looked at how to avoid a fall and how to support people who have had a fall.



That is because lots of professionals from different backgrounds play a part in caring for them.



And it would help us see how HIW should check when lots of people work together to support someone.



This is what we found:



- The usual ways to see what works are not right for how we want to do things now.



- The public needs to be involved to make services better.



- Good quality care can only happen with good communication between professionals.



Llywodraeth Cymru
Welsh Government

- Governments and authorities do not always know enough about what is needed.



- There are too many differences in services and support systems in different parts of Wales.



- Money can help services to work well together.

Where the money comes from can make it harder to work well together.



- Charities and companies play an important part in making things work well.



- Social care staff need to feel they matter.



- Money should be spent in person centred ways in the community to prevent things going wrong.



- Services do not work together well if they are afraid of taking risks that could make the person's life better.



- Care must be right for the person not what is best for the service.



- Amazing staff make a huge difference to people and services.



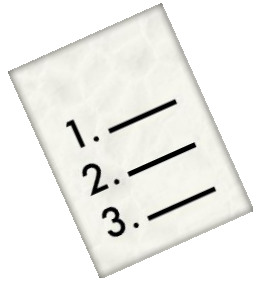
- Services must do more to support people leaving places like hospital to become independent again.



- Technology can help with care but it must never replace people.



- Falls are everyone's business.



What should happen now



Wales needs to:



1. Take the problem of falls in people over 65 very seriously.



2. Raise awareness across Wales and talk about falls with the public.



3. Make sure there is better communication between health and all other support services.



4. Spend money on:

- stopping falls in the first place.
- services in the community that work for everyone.



5. Find a way of doing things across Wales so everyone works to the same high standards.



6. Have clear maps of what needs to happen to give the best care in every area.



7. Make sure Care Providers lead the way in person-centred care.



8. Make sure organisations train enough staff to:

- make falls assessments.
- manage falls when they happen.



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